



LOS ANGELES COUNTY COMMISSION ON HIV

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While not required of meeting participants, signing-in constitutes public notice of attendance. Presence at meetings is recorded solely based on sign-in sheets, and not signing-in constitutes absence for Commission members. Only members of the Commission on HIV are accorded voting privileges, thus Commissioners who have not signed in cannot vote. Sign-in sheets are available upon request.

STANDARDS OF CARE COMMITTEE MEETING MINUTES

April 2, 2009

Approved
5/7/2009

MEMBERS PRESENT	MEMBERS ABSENT	PUBLIC	HIV EPI AND OAPP STAFF	COMM STAFF/ CONSULTANTS
Angélica Palmeros, <i>Co-Chair</i>	Anthony Bongiorno	Jeff Bailey	Angela Boger	Julie Cross
Fariba Younai, <i>Co-Chair</i>	Sharon Chamberlain	Louis Guitron	Tia Mao	Jane Nachazel
Mark Davis		Miki Jackson		Doris Reed
Maxine Franklin		Rich Mathias		Craig Vincent-Jones
David Giugni		Dean Page		
Terry Goddard		Craig Thompson		
Brad Land				
Jenny O'Malley				
Everardo Orozco				

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- 4) **PowerPoint:** Benefits Specialty Services Overview, 4/2/2009
- 5) **Standards of Care:** Benefits Specialty Services, 4/13/2006
- 6) **Standards of Care:** AIDS Drug Assistance program Enrollment, 12/04/2008
- 7) **Memorandum:** Comparative Effectiveness Research (CER), Sample Research Project Using the Continuum of Care, 3/24/2009
- 8) **Spreadsheet:** Evaluating Service Effectiveness, 6/12/2008
- 9) **Memorandum of Understanding:** Draft of Relevant Sections Proposed, 4/2/2009
- 10) **Letter:** Technical Assistance Request for Medical Care Coordination Implementation Expertise, 3/4/2009
- 11) **Memorandum:** "Special Populations" Definitions and Criteria, 1/7/2008

1. **CALL TO ORDER:** Dr. Younai called the meeting to order at 10:10 am.
2. **APPROVAL OF AGENDA:**
MOTION #1: Approve the Agenda Order (*Passed by Consensus*).
3. **APPROVAL OF MEETING MINUTES:**
MOTION #2: Minutes for February 5, 2009 and March 5, 2009 were approved (*Passed by Consensus*).
4. **PUBLIC COMMENT, NON-AGENDIZED:** There were no comments.
5. **COMMISSION COMMENT, NON-AGENDIZED:** There were no comments.
6. **PUBLIC/COMMISSION COMMENT FOLLOW-UP:** There were no comments.
7. **CO-CHAIRS' REPORT:** There was no report.

8. BENEFITS SPECIALTY:

A. Service Definition Presentation:

- Ms. Cross presented an overview of the Benefits Specialty services category focusing on transitioning the service model from one oriented to assist consumers with initial applications to one that provides integrated, ongoing support as consumer needs change. She noted that because the term is often used in multiple ways, the service description is designed to ensure a consistent, comprehensive approach across systems.
- Ms. Jackson suggested that all case managers should be trained as comprehensive Benefits Specialists. Ms. Cross responded that the breadth and complexity of information requires a skill-set more akin to policy than those who do psychosocial case management, and that it is too high of an expectation for case managers.
- Mr. Goddard suggested that diagnostic software could help support case managers and noted that there was an overlap between Housing Case Management and Benefits Specialty.
- Mr. Thompson stated that Benefits Specialists were important to ensure initial applications (i.e. for Supplemental Security Income) are submitted properly to reduce denials and better ensure Ryan White is used as funding of last resort. Mr. Land added that case managers help to identify resources while Benefits Specialists do technical work.
- Ms. Cross reported that she will be starting a series of one-day benefits overview trainings for providers at the end of April 2009 to enhance provider understanding and lay the groundwork for improved collaboration among related disciplines.
- It was noted that next year's Benefits Specialty Request for Proposal (RFP) will require the Office of AIDS Programs and Policy (OAPP) certification through planned multi-day certification training.

B. Standard of Care Revision(s):

- Ms. Cross recommended revisions to the Benefits Specialty standards that emphasize access to the full range of public/private benefits, and ongoing management and collaboration with other grantee providers [such as the Department of Public Social Services (DPSS)] to ensure Ryan White as funding of last resort.
- Recommended revisions are that: services components be expanded to include insurance continuation and knowledge of unique populations; benefits assessment be expanded to include current or recently received benefits as well as current income and assets; staffing requirements be expanded to include certification; and that a new section be added regarding ongoing benefits management, including recertification.
- Ms. Cross also discussed revising the ADAP Enrollment standard to update technical issues.
- The Committee agreed to present both revised standards at the 4/9/09 Commission meeting for public comment and asked that Ms. Cross make the Benefits Specialty presentation at that meeting as well.

9. GRIEVANCE POLICY AND PROCEDURES: This item was postponed.

10. SERVICE EFFECTIVENESS:

A. Continuum of Care Comparative Effectiveness:

- The Committee discussed the new theme of Comparative Effectiveness Research (CER), adding that it is becoming prevalent at the national level, and reviewed a CER concept paper based on the Commission's new continuum of care.
- Mr. Vincent-Jones reported that the Commission can take advantage of this federal health care theme reflected in about a third of National Institutes of Health's (NIH's) challenge grants—especially with the Committee's orientation on service effectiveness. Additionally, he suggested HRSA funding for CER might be available in the future since Deborah Parham, Administrator, HIV/AIDS Bureau, was appointed to the federal Coordinating Council on CER.

B. Service Effectiveness Evaluation Implementation:

- Mr. Vincent-Jones said that the Committee used the "Balanced Scorecard" strategy to develop its service effectiveness methodology. This year's goal is to begin collecting data in order to publish a score/report card by December 2009. Additionally, consumer satisfaction data was collected through the Los Angeles Coordinated HIV Needs Assessment (LACHNA), but other areas of service effectiveness need to be assessed.
- The Committee agreed that a subcommittee should be formed to address implementation of the service effectiveness evaluation methodology, adopted by the Commission in June 2008.
- The first Effectiveness Subcommittee consisting of Angela Boger, Mark Davis, Maxine Franklin, Terry Goddard, Louis Guitron, Jenny O'Malley, Dean Page, Angélica Palmeros and Fariba Younai, is scheduled for 4/30/09 from 8:00am – 9:30am. Subsequent subcommittee meetings will precede each monthly Standard of Care (SOC) Committee meeting.

Standards of Care Committee Meeting Minutes

April 2, 2009

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11. STANDARDS REVIEW POLICIES:

- The Committee reviewed its standards review policies, as outlined in relevant sections of the proposed Memorandum of Understanding (MOU) between the Commission and OAPP.
- Primary revisions were: change **F1.b.4** to read that service definitions will be developed jointly by the Commission and OAPP; and under **F1.c.1** revise the language to identify that the pool of outcomes and indicators is system-wide.
- Ms. Franklin advised the group that all OAPP contracts reference that services must conform to the corresponding standard of care.
- Mr. Land asked for specifics about OAPP's planned "quality improvement council." Tia Mao responded that he would be updated on the council's development.
- **Request for Proposals (RFP)/Standards Update Timeline:** The Committee has not received the timeline from OAPP.
- **RFP/Contract Template Review Policy:** The item was postponed.

12. MEDICAL CARE COORDINATION (MCC):

- **Technical Assistance:** The medical care coordination TA request to HRSA was approved and Donna Yutzy was selected. The initial conference call with HRSA and Ms. Yutzy had to be postponed.
- **Oversight Committee and Service Definition:** The Commission and OAPP will jointly develop the advisory committee and service definition.

13. ACTIVITIES UPDATES:

- **Standards Publication:** Mr. Vincent-Jones reported that the standards publication process continues to advance.
- **Special Population Guidelines:** Mr. Vincent-Jones noted that guidelines have been developed for three of the identified special populations (women, transgenders and youth), and that development of the guidelines for the remaining eleven will begin in the summer of 2009.

14. **COMMITTEE WORKPLAN:** This item was postponed.

15. **AETC REPORT:** This item was postponed.

16. **MEDICAL OUTPATIENT RATE STUDY:** This item was postponed.

17. **NEXT STEPS:** There was no report.

18. **ANNOUNCEMENTS:** Mr. Goddard announced that Aid for AIDS and the Serra Project have merged. The parent company, Serra Ancillary Care Corporation, will develop its own programs while existing programs will continue under their current names.

19. **ADJOURNMENT:** The meeting was adjourned at 11:55 am.